



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for Filing Period 1/1/2010 to 3/31/2010
Tracking Number 3365

Performance Data - Code Part 730

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information Section 730.510(a)(1)	0.06	0.06	0.06	0.06
C. Repair Office Answer Time Section 730.510(b)(1)	0.07	0.07	0.07	0.07
D. Business or Customer Service Answer Time Section 730.510(b)(1)	0.24	0.04	0.13	0.14
E. Percent of Service Installations Section 730.540(a)	98.11 %	95.78 %	99.60 %	97.69 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	86.47% *	85.82% *	76.44% *	82.68% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	2.84	2.20	2.36	2.47
H. Percent Repeat Trouble Reports Section 730.545(c)	12.37 %	18.37 %	16.63 %	15.35 %
I. Percent of Installation Trouble Reports Section 730.545(f)	5.95 %	4.55 %	5.25 %	6.42 %
J. Missed Repair Appointments Section 730.545(h)	92	73	89	85
K. Missed Installation Appointments Section 730.540(d)	117	139	123	126

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$44.70	\$0.00	\$537.36	\$582.06
B. Number of credits issued for repairs - 24-48 hours	6	0	117	123
C. Number of credits issued for repairs - 48-72 hours	0	0	29	29
D. Number of credits issued for repairs - 72-96 hours	0	0	2	2
E. Number of credits issued for repairs - 96-120 hours	1	0	0	1
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	1318	1318
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$10,500.00	\$1,795.00	\$12,295.00
B. Number of installations after 5 business days	0	28	45	73
C. Number of installations after 10 business days	0	0	1	1
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	358	5604	5962
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$10,450.00	\$10,600.00	\$10,600.00	\$31,650.00
B. Number of customers receiving credits	209	212	212	633
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	4	3	1	8

Additional Information

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